

IT Professional Technical Services Master Contract Program T#:902TS Statement of Work (SOW) For Technology Services

Issued By: Ramsey County Information Services

Project: Broadband Network Redesign

Service Category: Network – LAN/WAN Internet Support, Operations or Security

Business Need

Ramsey County, through the Information Services Department (the “County”), is sponsoring the above referenced Broadband Network Redesign project. The County needs assistance with the design, configuration and implementation of said project from a qualified vendor.

The goal of the Broadband Network Redesign project is to increase WAN/MAN resiliency and redundancy for County Data Network.

Project Deliverables

- Design and implement the County selected broadband network service to designated County Core and Remote sites.
- Redesign and configure the County network which shall support high availability and best practices.
- Determine which key existing hardware components may be End of Life (EOL) or End of Service (EOS). Help the County network teams find appropriate replacements and plan for their implementation.
- Assist with the selection and migration of the new hardware which will replace the current Firewall Switch Modules which shall include separate and redundant Firewall appliances.
- Recommend design of the revised WAN network and fiber MAN network which shall include reducing the single points of failure in the network.
- Work with the County network team on any issues that may arise during the discovery phase, such as high CPU spikes and provide resolution.

Project Milestones and Schedule

- **Milestone 1: Design and Implementation of New Broadband Network**
Work with selected vendor on service delivery design and network hardware needs
Target completion by 12/31/13
- **Milestone 2: Existing Hardware Assessment and Replacement**
Research options and attend design meetings with Cisco & vendor partner to establish replacement hardware models, configuration, installation schedules, etc...
Target completion by 3/31/14
- **Milestone 3: Existing Firewall Assessment and Replacement**
Lead network re-design meetings with MN.IT technical staff and County IT for install and routing on new Firewall platform. Include redundant service delivery site in design.
Target completion for 4/30/2014

Project Environment (State Resources)

- Vendor is expected to work remotely approximately 40 % of the time at the Vendor's place of business. Vendor is to provide his/her own supplies, equipment or other materials/resources necessary to complete the project. Approximately 60% of the Vendor's time should be spent on-site at the County meeting with County Network team and assessing current County network and existing hardware. The County will provide Vendor access to County network and existing hardware as necessary. County will provide Vendor appropriate work space while s/he is on-site at the County.

Responsibilities Expected of the Selected Vendor

- Strategize with County Chief Technology Officer for overarching network design principles.
- Provide technical support to County network team as requested by County Network Supervisor.
- Conduct white board sessions on new and future design practices with the County Network Team.
- Consult with the County and its choice of vendors for new hardware procurement; attend meetings or participate in conference calls with various vendors.
- Attend the County's Security and Network design session with the State MN.IT unit.
- Create new documentation, such as Visio diagrams which should diagram the network which future network design can be built upon.
- Vendor warrants that all services will be performed with the highest standard of professional service, be free from defects and conform with the requirements of this SOW. Any services corrected or re-performed will be covered by this warranty. Non-conforming services will be replaced, corrected or re-performed at Vendor's expense.

Required Skills

- Master Contract resource categories: Network – LAN/WAN Internet Support, Operations & Security
- Required Skills:
- Network Design Architect with CCIE Certification
 - 3 years minimum experience in Network Design
 - 3 years minimum experience in Network Operations
 - 3 years minimum experience in Network Security

Process Schedule

- | | |
|----------------------------------------------|---------------------------------|
| • Deadline for Questions | 10/16/2013, 2:00pm Central time |
| • Anticipated Posted Response to Questions | 10/18/2013, 5:00pm Central time |
| • Proposals due | 10/21/2013, 5:00pm Central time |
| • Anticipated proposal evaluation begins | 10/22/2013, 2:00pm Central time |
| • Anticipated proposal evaluation & decision | 10/28/2013, 5:00pm Central time |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 10/16/2013, 2:00pm Central time to:

Becky Kwapick
Contract Manager
Information Services
becky.kwapick@ramsey.co.mn.us

Questions and answers will be posted on the Office of MN.IT Services website by approximately 10/18/2013, 5:00pm Central time. (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

- Experience (70%)
- Hourly Rate (30%)

Please note: SOW does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

Responses should include the Vendor's description of the work that will be performed and the following information:

- Firm's history and accomplishments including any industry certifications.
- Descriptions and documentation of staff technical expertise and experience.
- Name of Vendor's official contact person for any contractual relationship.
- At least two (2) comparable previous projects in which the Vendor has engaged, with names and telephone numbers of contacts with which Vendor's previous performance can be discussed.
- Detailed response to all SOW requirements including but not limited to:
 - a) Vendor's plan to meet the County's business needs and an explanation of their proposed solution for each separate deliverable.
 - b) Vendor's plan to complete the Project Milestones by the proposed delivery dates.
 - c) Vendor's plan to meet the proposed Acceptance Criteria.
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

- Submit proposals via email to the address below according to the process schedule previously listed to:
 - Becky Kwapick, Contract Manager, Ramsey County I.S.
becky.kwapick@ramsey.co.mn.us

General Requirements

Proposal Contents

By submission of a proposal, Vendor warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any

claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0

(Level AA) and Section 508 Subparts A-D which can be viewed at:
http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) Recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) Veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) Any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.